

SOME QUESTIONS FOR SELF-ASSESSMENT

WHAT?

In your opinion, what kinds of crises are we prepared for?

Which additional types of crises aren't we prepared for that we should be?

What is our organization's current crisis management capability?

WHEN?

If you see potential warning signals of a crisis, what should you do?

- Will your concerns move up the organization and be recognized?
- Will you have the time and resources to curtail the problem?
- Will people with whom you work most closely support you?

After a crisis has occurred, how do we learn from the event?

- Based on past incidents, are lessons widely shared?
- Does learning explore what went well and what could be improved?
- Have you improved your job performance based on what you have learned from past crises or near-misses here and at other sites?

WHERE?

In a crisis, how would these systems fuel or derail our efforts:

- Our formal organizational structure? Use of authority?
- Job descriptions?
- Reward mechanisms?
- Communications links and channels?
- The formal values that are supposed to drive actions?
- The way people actually behave within our organization?

WHO?

Does our organization have a crisis management team (CMT)? What is its role? What is your responsibility relative to the CMT?

If a crisis erupts, whom can you turn to for immediate assistance?

- If a great deal of money or unusual resources were needed?
- If you need to contact stakeholders outside our organization?

Which stakeholders (internal and external) are included in our plans?

- What supplementary resources are available from externals?
- What are external stakeholders' expectations if a crisis hits?

Is crisis management part of everybody's job?

- How is it reflected in your day-to-day accountabilities?
- How about those of your subordinates and colleagues?